

Update on Department of For-Hire Vehicles (DFHV) Operating Status during COVID-19 Emergency

What is our operating status?

The Department of For-Hire Vehicles (DFHV) Client Services Department remains open from 8:30 am to 4:30 pm, Monday-Friday.

How does this impact what we do?

- Transport DC will operate according to the second half of the month schedule, with rides for employment and medical services only.
- Union Station Fast Pass lane will only be available from 10:00 am - 6:00 pm.
- Sr Med Express, Non-Emergency Medical Transportation (NEMT), and VetsRide will maintain normal operations, and Taxi 2 Rail will operate with no restrictions.
- Education First and DC Neighborhood Connect will suspend service.

How does this impact our physical locations?

- Client Services Department remains open Monday - Friday 8:30 am - 4:30 pm.

What else are we offering to meet your needs?

- The front desk of the Client Services Department will have cleaning wipes (as recommended for use by the Centers for Disease Control and Prevention) available for drivers to use.
- Alcohol-based hand sanitizers will be available at the Client Services Department front desk and in all Vehicle Inspection Officer vehicles.

What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Only a limited number of employees are on-duty to 1) manage the Client Services Department; and 2) monitor for-hire vehicle operators as part of Vehicle Inspection Officers shifts. Otherwise, staff is on telework. Additionally, all staff have been advised to take precautions to keep themselves healthy and limit the spread of infections, including regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-645-7300 or DFHV@dc.gov. For more information, please visit coronavirus.dc.gov.